

**STATE OF MONTANA JOB VACANCY**  
**AN EQUAL OPPORTUNITY EMPLOYER**  
DEPARTMENT OF REVENUE  
"External Recruitment / Union"

**Position Title:** Revenue Enforcement Agent (Legal Collector)  
**Position Number:** 58106172  
**Division:** Business and Income Taxes  
**Bureau:** Accounts Receivable and Collections  
**Band/Salary:** 4/\$12.30 - \$13.67 /hr DOQ  
\*Training assignment 3/\$11.26 - \$12.48 /hr DOQ  
**Type of Employment:** Permanent/Full-time  
**Location:** Helena  
**Union:** Yes  
**Supplement:** Yes  
**Closing Date:** October 5, 2007

The Department of Revenue is looking for an energetic and enthusiastic individual who enjoys the diversity of working in an office environment. To perform successfully as a Revenue Enforcement Agent, you must be self-motivated with the ability to work independently and as part of a team. You must possess a strong work ethic and a positive attitude, and enjoy working with, and for, the public. The position requires math and computer skills and the ability to communicate effectively and respectfully with the public, as well as with your team of co-workers. The ability to research, understand and apply the laws, rules, policies and procedures that govern the work of the Department of Revenue, as well as, the ability to make sound decisions and be accountable for them, is essential.

Some of the duties of a Revenue Enforcement Agent is responsible for performing all legal collection activities associated with the collections of delinquent accounts in conjunction with statutes, policies, procedures and guidelines governing tax collections. This involves researching and analyzing information using a wide variety of enforcement and collection methods to secure repayment of liability to the state. Work often involves high stress situations. Focus is on filing warrants for distraint (tax liens) and initiating funds or wage levies to secure the payment of tax debts owed to the department. Exercises independent judgment to evaluate and plan collection strategies on a "case by case" basis to obtain payment from debtors; determines financial and credit availability for payment of debt for employers, individuals, and corporations; contacts taxpayers by phone and in writing, and uses other means of communications such as form letters and email to resolve customer's liability with the State of Montana; monitors accounts as needed to ensure taxpayers comply with payment arrangements; and records and maintains on-line data on the department's computer system for all collection activities and debtor contacts as a record of collection activity.

Knowledge of general debt collection practices, theories, and strategies; of state tax laws, rules, and regulations administered by the Montana Department of Revenue; a strong working knowledge of an integrated accounts receivable system; and basic knowledge of accounting theory and practice. Ability to quickly research multiple data bases and information to identify liability amount(s), employers, address, phone numbers, etc.; to make decisions and determine appropriate methods of collection activities; to manage a complex and heavy workload, sometimes with conflicting priorities; to maintain composure in adversarial confrontations and situations; to maintain confidentiality of all records and transactions; to prioritize activities; and to handle multiple projects. Requires good oral and written communication skills. Experience in debt collections with a working knowledge of effective techniques of negotiation or persuasion are desired but not required.

The above competencies are typically acquired through a combination of education and experience equivalent to graduation from high school, college-level accounting course work, and three years of investigative debt collection experience including credit/finance work. Other combinations of education and experience that could provide these knowledge, skills and abilities will be evaluated on an individual basis.

The State offers its employees a great benefits package such as three weeks paid vacation, sick leave, full medical, dental and vision coverage along with life and disability insurances! This is a great career

opportunity with a deferred compensation program and retirement benefits! The department offers additional training opportunities for all employees!

**A typical average compensation package for an average salary of \$20,000/yr is:**

Wages:	\$20,000.00
Benefits:	\$ 6,684.00
Retirement:	\$ 1,380.00

**Total Average Wage Package** **\$28,064.00**

**Application Deadline:** All application materials must be received by 5:00 PM on the closing date. Application materials may be sent directly to:

Human Resources  
Department of Revenue  
PO Box 1712  
Helena, MT 59604

Applications submitted to a Job Service Office must be date stamped by the closing date. If you choose to fax your application, you will need to call to verify all pages are legible. **Late, unsigned or incomplete applications will not be considered.** This job announcement and the Montana State application form can be found on the Internet at [www.mt.gov/revenue](http://www.mt.gov/revenue). (406) 444-9858 Fax: (406) 444-6998.

Application materials required for this position are:

1. A completed State of Montana Application. State of Montana application forms are now available on the Internet at [www.mt.gov/revenue](http://www.mt.gov/revenue).
2. Answers to the supplement questions
3. Applicants claiming the Veteran's or Handicapped Person's Employment Preference (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials by the closing date. The required documentation includes a DD-214 or PHHS Certification of Disability form.

Failure to submit completed application materials will result in the application being rejected. Late applications will also be rejected. Please note: unsolicited information/materials submitted as part of an application will not be passed on to the hiring authority.

**Accommodations:** The State of Montana makes reasonable accommodations for any known disability that may interfere with an applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For the state to consider any such accommodation, the applicant must make known any needed accommodation. (Telecommunications Device for the Deaf – TDD 406-444-2830)

**Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.

Other eligibility requirements are compliance with all appropriate Montana tax laws. Specifically, your tax filings must be current and arrangements made to pay any outstanding tax liabilities before any **permanent** offer of employment can be made.

**Other Eligibility Requirements:** Applicants must be in compliance with all appropriate Montana tax laws. Specifically, your tax filings must be current and arrangements made to pay any outstanding tax liabilities before any offer of employment can be made.

**Union:** These positions are covered by a union contract, which requires the applicants be selected for this position based on qualifications, ability and seniority. The successful applicant(s) will be required to join the bargaining unit and either pay dues or a representation fee.

**New Employee Probation Status:** For employees new to state government, final confirmation will be made following a six-month performance appraisal/probationary employment period.

**Immigration Reform Control Act.** In compliance with the immigration Reform Control Act, Public Law 99-603, the successful applicant will be required to provide documentation showing lawful authorization to work in the United States within three days of hire.

**Montana Compliance with Military Selective Service Act.** In accordance with the Montana Compliance with Military Selective Service Act, the person selected for state employment must produce documentation showing compliance with the Federal Military Selective Service Act. Examples of this documentation include a registration card issued by Selective Service, a letter from Selective Service showing a person was not required to register, or information showing by a preponderance of evidence that a person's failure to register with Selective Service was not done knowingly or willfully.

**Department of Revenue  
Supplement Questions**

**Position Number:** 58106172  
**Position Title:** Revenue Enforcement Agent (Legal Collector)  
**Application Deadline:** October 5, 2007

**Instructions:** Please complete the following supplement questions. Please put your name and the position number for which you are applying on the top of each page. Your responses must be printed clearly or typed on standard paper. Your responses may be used to evaluate your written communication skills. Your supplement answers may be reviewed separately from other selection material required (application and/or resume).

1. Revenue Enforcement Agents work under a considerable amount of stress on a daily basis. They often times have to work with taxpayers who are upset and frustrated and they are required to meet or exceed daily production quotas. Please describe your ability to work under pressure, handle stress and stressful situations?
2. Describe to us what you consider good work ethics. How do you apply these work ethics in your daily work routine?
3. Please tell us why you are interested in this job and what makes you the best candidate to fill this position. Include knowledge, skills, experience, past employment, education, etc.